

In the Claims:

The following listing of claims replaces all prior versions and listing of claims. No new matter has been added.

1-73. (Cancelled)

74. (Previously Presented) A method for managing communications, comprising:

processing inbound calls;

processing outbound calls;

obtaining a statistic on said outbound calls; and

adjusting said processing of said inbound calls based upon said statistic.

75. (Currently Amended) The method of ~~claim 93~~ claim 74, wherein said step of processing inbound calls comprises connecting said inbound calls to agents; and said step of adjusting said processing comprises reducing the number of said inbound calls which are connected to said agents if said statistic exceeds a predetermined value.

76. (Currently Amended) The method of ~~claim 93~~ claim 74, wherein said step of processing inbound calls comprises connecting said inbound calls to agents; said step of obtaining a statistic on said outbound calls comprises obtaining information on the duration of said outbound calls, and said step of adjusting said processing comprises reducing the number of said inbound calls which are connected to said agents if said duration exceeds a predetermined value.

77. (Previously Presented) A method for managing communications, comprising:

- processing inbound calls;
- processing outbound calls;
- obtaining a statistic on said inbound calls; and
- adjusting said processing of said outbound calls based upon said statistic.

78. (Previously Presented) The method of ~~claim 96~~ claim 77 wherein said step of processing outbound calls comprises initiating said outbound calls, and said step of adjusting

comprises reducing the number of said outbound calls which are initiated if said statistic exceeds a predetermined value.

79. (Previously Presented) The method of ~~claim 96~~ claim 77 wherein said step of processing outbound calls comprises initiating said outbound calls, said step of obtaining a statistic on said inbound calls comprises obtaining information on the duration of said inbound calls, and said step of adjusting said processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.

80. (Previously Presented) A method for managing communications, comprising:

- providing for the processing inbound calls;
- providing for the processing outbound calls;
- obtaining a statistic on said inbound calls; and
- providing for adjusting said processing of said outbound calls based upon said statistic.

81. (Currently Amended) The method of ~~claim 99~~ claim 80 wherein

said step of providing for the processing outbound calls comprises initiating said outbound calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound calls which are initiated if said statistic exceeds a predetermined value.

82. (Currently Amended) The method of ~~claim 99~~ claim 80 wherein said step of providing for the processing of outbound calls comprises initiating said outbound calls, said step of obtaining a statistic comprises obtaining information on the duration of said inbound calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound calls which are initiated if said duration exceeds a predetermined value.